

**SHASTA COUNTY**  
**System Improvement Plan Approval Document**  
Received February 15, 2005

Program Areas	Improvement Plan			Anticipated Date of Completion
	*Required		Strategy	
	Yes	No		
<b>Safety:</b>				
<ul style="list-style-type: none"><li>Recurrence of Maltreatment</li></ul>	X		<ul style="list-style-type: none"><li>Provide SDM training to hotline screeners</li><li>Improve the level of consistency in assigning referrals to the three track system</li><li>Utilize a standardized assessment tool for assigning new referrals to the appropriate track</li><li>Use assessment tools that meet state Requirements, specifically selected by the Children and Family Services Core Deferential Response Team</li><li>Determine criteria used when assigning referrals for Deferential Response</li><li>Provide early intervention for families by referring them to appropriate resources as opposed to evaluating out</li></ul>	All activities to be completed by 09/2005
			Quarterly reports, SM, and contact with county will be used to monitor progress.	
<ul style="list-style-type: none"><li>Abuse/Neglect in foster care</li></ul>		X	<ul style="list-style-type: none"><li></li></ul>	

\*The "yes" in the required column represents measures that did not meet the PIP target. The January 2004 and October 2004 county data reports were used.

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<ul style="list-style-type: none"> <li>Timely ER Response (process measure)</li> </ul>	X		<ul style="list-style-type: none"> <li>Increase performance to 90% compliance by the end of the first year of the implementation of the SIP</li> <li>Evaluate the current 10-Day referral assignment process to identify where referrals are backed up.</li> <li>Develop survey that captures the date referrals are received by supervisors and social workers and track assignment process of referrals for two month period</li> <li>Analyze survey results for trends and guidelines</li> <li>Institutionalize agency guidelines and expectations regarding timely response and documentation</li> <li>Train SW on standard guidelines and agency expectations</li> <li>Pilot geographical referral assignment</li> <li>Three intake workers assigned to three different geographic areas and compare response time to all other response on a monthly basis</li> </ul>	All activities to be completed by 09/2005
			<i>Quarterly reports, SM, and contact with county will be used to monitor progress.</i>	
<ul style="list-style-type: none"> <li>Social Worker Visits with child (process measure)</li> </ul>	X		<ul style="list-style-type: none"> <li>Increase performance to 90% for SE and probation officer visits with children</li> <li>Identify specific causal factors for the County's current level of performance</li> <li>Survey SW and analyze responses to identify causal factors</li> <li>Based on survey results, SW will be trained in the identified problem area</li> <li>Institutionalize agency guidelines</li> </ul>	All Activities to be completed by 09/2005

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			<ul style="list-style-type: none"> <li>and expectations regarding timely visits and documentation</li> <li>• Train SW on standard guidelines and agency expectations</li> <li>• Develop QA procedure and Checklist at each unit transition point to ensure contacts are made timely and documented in CWS/CMS</li> <li>• Adopt SM as a QA tool for monitoring monthly contacts</li> <li>• Report progress and successes to Program Managers, Deputy Directors and units</li> </ul>	
			<i>Quarterly reports, SM and contact with county will be used to monitor progress.</i>	
<b>Permanency</b>				
• Time to Reunification		X		
• Time to Adoption		X		
• Placement Stability		X		
• Foster Care re-entry	X		<ul style="list-style-type: none"> <li>• Increase family and community involvement with families involved with or at risk of becoming involved with the CWS or probation systems</li> <li>• Tailor services to family individual needs and strengths</li> <li>• Develop and train staff on culturally and ethnically agency policy regarding family involvement in case planning</li> <li>• Use strength base family team meetings to increase parent/youth participation in case planning</li> <li>• Collect data on focus groups to</li> </ul>	All activities to be completed by 09/2005

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			identify agency practice strengths and areas of improvement <ul style="list-style-type: none"> <li>• All staff will receive training in Family team meetings and family focused case planning</li> <li>• Policy presented to staff for discussion and implementation</li> <li>• Work with RTA to develop strengths-based family focused training that includes family team meetings.</li> </ul>	
			<i>Quarterly reports, SM, and contact with county will be used to monitor progress.</i>	
<b>Well-Being</b>				
• Preserving family relationships				
• Least Restrictive Placements				
• ICWA Placements				
• ILP				

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• Statewide Information System				
• Case review System				
• Quality Assurance System				
• Workload				
• Service Array				
• Agency Responsive ness to the Community				
• Foster and Adoptive Parent Licensing, Recruitment and Retention				

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